

Product Support Bulletin

SUBJECT: MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionPC/Tower-2000 Computers

Date: 11/5/94

PSB No: PSB S-0179

Page(s): 1 of 1

Originator: DS

This bulletin provides procedures to implement a software solution to address printing problems using the printer driver ver 1.03E for the Stylus 400, 800+ and Color printers when connected to an Epson ActionPC-2000 and ActionTower- computers in the MS Windows 3.x environment.

*Some ActionPC/Tower-2000 computers, with the black **EPSON logo plate**, have a problem using the 1.03E version driver. The software solution is as follows:

1. From Windows **MAIN** program group, open **FILE MANAGER**. Within File Manager, change to the **SYSTEM** sub-directory located in the Windows directory. Find the tile **EPSPLMGR.EXE** and double click on that tile to run/load it. This will open the **EPSON SPOOL MANAGER**.
2. From the **SPOOL MANAGER** screen, select the **QUEUE** “pull down” menu, then select **SETUP**.
3. From the **SETUP** screen, enable the **PRINT MANAGER** by clicking on that option.
4. Close the Spool Manager and exit File Manager.
5. Print a document and verify the solution is working correctly.

If this is not satisfactory, contact your nearest Epson Authorized Service Center for a hardware level solution.

*To verify if you need to follow the procedure in this bulletin, check if your system **SETUP** lists Printer port control. If it is listed, the parallel port allows PS/2 and AT selections, select AT(Unidirectional). See page A-3 in your computers User's Guide for **SETUP** instructions. If your computer has this option skip the instructions above.

Product Support Bulletin

SUBJECT: Common Questions and Answers for the EPSON ActionPC 2000/
ActionTower 2000 Computer

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GENERAL

Q1. *What is the Epson ActionPC 2000/Action Tower 2000 computer?*

A. The ActionPC 2000/Action Tower 2000 is a full-featured desktop personal computer that has been designed to capitalize on the high performance and low cost of the Cyrix 486SLC processors. Key features include:

- . Cyrix 486SLC/33 or 486SLC2/50 processor
- . Local Bus Cirrus Logic GD5424 high speed video controller
- . 512KB video memory, upgradeable to 1 MB
- . True Color support at 640x480 resolution
- . ROM based Phoenix system BIOS "SETUP" program
- . Built in rechargeable NiCad battery to maintain CMOS settings

ACTION PC CONFIGURATION 1

- Desktop case incorporates
- Five 16 bit ISA expansion slots
- Three full-length and two half length drive bays
- One 3.5 inch wide, one-inch high internal drive bay
- One 3.5 inch wide, one-inch high and two 5.25 inch wide, half-height drive bays
- Built in bidirectional parallel, PS/2 keyboard, game and two 9-pin serial ports
- Built in floppy and IDE hard drive controller/interface
- 4MB of system RAM on SIMMs, upgradeable to 16MB via SIMMs
- 3.5 1.44 floppy disk drive, 210MB IDE hard disk drive. PS/2 mouse
- 96/48/24 FAX send/receive/data modem

- . **Bundled with:**

- MS-DOS 6.21 (Includes - Installation Disks and Documentation)
- Microsoft Windows 3.11 (Includes - Installation Disks and documentation)
- Focal Point (Includes - Installation Disks and Documentation)
- PFS: Window Works (Includes - Documentation only)
- Quicken (Includes - Documentation only)
- Hoyle's Classics (Includes - Documentation only)
- Russian 6-Pack (Includes - Documentation only)
- America On-Line (Includes - Documentation only)
- CompuServe (Includes - Documentation only)
- The Even More Incredible Machine (Includes - Documentation only)

Q1. *What is the Epson ActionPC 2000/Action Tower 2000 computer?(continued)*

TOWER CONFIGURATION

. Tower case incorporates

- Five 16 bit full-length ISA expansion slots
- One 3.5 inch front and two 3.5 inch wide rear mount internal half-height drive bays
- Two 3.5 inch wide third height external drive bays
- 4MB/8MB of system RAM, on SIMMs, upgradeable to 16MB via SIMMs
- ROM based Phoenix system BIOS "SETUP" program
- Built in rechargeable NiCad battery to maintain CMOS settings
- 3.5 1.44 floppy disk drive, 210/420MB IDE hard disk drive. PS/2 mouse
- 96/48/24 FAX send/receive/data modem
- 16 bit stereo sound card
- 2x speed CD-ROM drive

. Bundled with:

- MS-DOS 6.2(Includes - installation Disks and Documentation)
- Microsoft Windows 3.11 (Includes - Installation Disks and Documentation)
- Focal Point(Includes - Installation Disks and Documentation)
- PFS: Window Works(Includes - Documentation only)
- Quicken(Includes - Documentation only)
- Hoyle's Classics(Includes - Documentation only)
- Russian 6-Pack(Includes - Documentation only)
- America On-Line(Includes - Documentation only)
- CompuServe(Includes - Documentation only)
- The Even More Incredible Machine(Includes - Documentation only)
- Comptons Interactive Encyclopedia(CD-ROM, Complete with Documentation)
- Berenstein Bears: Learning at Home I(CD-ROM, Complete with Documentation)
- KGB/CIA World Fact Book(CD-ROM, Complete with Documentation)
- Paramount Interactive's Movie Select(CD-ROM, Complete with Documentation)

Q2. *What interfaces and controllers are integrated on the motherboard?*

A. The Epson ActionPC 2000/Action Tower 2000 computer comes standard with a built-in IDE hard disk drive interface, and floppy disk drive controller, a super VGA video adapter, two serial interfaces, a bidirectional parallel interface, PS/2 style keyboard port and game port all integrated on the main system board.

Q3. *What microprocessor comes standard with the Epson ActionPC 2000/Action Tower 2000 computer?*

A. The Epson ActionPC 2000/Action Tower 2000 computer comes standard with Cyrix 486SLC2/50 clock-doubled CPU. This microprocessor provides backward compatibility with Intel 8088, 8086, 80286 and 80386 CPUs and includes a built in 1 K cache.

CPU

Q4. What microprocessor upgrades are available for the Epson ActionPC 2000/Action Tower 2000 computer?

A. The Cyrix 486SLC microprocessor can not be upgraded, it is soldered on the mainboard.

The Cyrix 83S87 33/25MHZ math co-processor can be added to the main board to increase the speed of the floating point operations.

BIOS

Q5. What BIOS comes with the Epson ActionPC 2000/Action Tower 2000 computer?

A. The ActionPC 2000/ Action Tower 2000 computer incorporates an Phoenix Bios that contains both the system and video BIOS. This BIOS is contained in a single EPROM device that is installed in a pluggable socket on the computer's main logic board.

Q6. How is the computer's SETUP program accessed and what information is contained in setup?

A. To access the computer's SETUP program, press F2 during the computer's boot process.

STANDARD SYSTEM PARAMETERS

- System Time and Date
- Floppy Drive Type Selection A: B:(5.25" 360/1.2 and 3.5" 720/1-44)
- HDD Drive Type Selection 1: 2:(Auto Detect, Type No. or User-Defined)
- Base Memory
- Extended Memory
- Video Type (VGA/EGA, CFA40, CGA80, Mono and not installed)
- Keyboard (Installed/ Not Installed)
- CPU Speed (Fast/Slow)
- NumLock on at boot (Yes/No)
- Internal cache (Enabled/ Disabled)

DEFAULTS

- Current Time/Date
- 3.5", 1.44MB
- Auto Detect 1
- 640KB
- 4MB or 8MB
- VGA/EGA
- Installed
- Fast
- ON
- Enabled

M1217 CHIP SET FEATURE CONTROL

- Relocate Memory (Enabled/Disabled)
- Shadow Bios ROM (Always Enabled)
- Shadow 32K at C800h(Enabled/Disabled)
- Shadow 64K at D000h(Enabled/Disabled)
- Shadow 64K at E000h(Enabled/Disabled)
- ISA 1 wait state(Enabled/Disabled)
- Slow Refresh(Enabled/Disabled)

DEFAULTS

- Enabled
- Enabled
- Enabled
- Disabled
- Disabled
- Disabled
- Disabled

Q7. ***What video adapter comes standard(built in) with the Epson ActionPC 2000/Action Tower 2000 computer?***

A. The ActionPC 2000/ Action Tower 2000 computer utilizes a Cirrus Logic GD5424 high-speed super VGA local bus on-board controller. This system includes 512KB of video memory which may be upgraded to full 1 MB of memory by installing four (4) pluggable DRAM(44256., 70ns)chips.

The Cirrus Logic SVGA Graphics controller is 100% hardware and BIOS-compatible with IBM VGA display standards.

Q8. ***What type of VRAM chips are used to upgrade the video memory to a 1MB on the ActionPC 2000/Action Tower 2000 computer?***

A. To increase the computer's video memory requires four pieces of a 256KB x 4 bit, 70ns, DRAM in a 20 pin DIP(Dual In-line Package)Package. These chips install on the computer's main logic board in sockets U13, U14, U15, U16.

Q9. ***What Video modes are supported by the Epson ActionPC2000/ActionTower 2000 computer?***

A. The list below is a table that shows the Epson ActionPC 2000/ ActionTower 2000 computer's supported video modes and the memory requirements to obtain each mode.

Resolution	Memory Requirements	Color	Refresh Rates HZ	Remarks
640X480	512KB	256	60/72	8BITS/PIXEL
640X480	1MB	32K/64K	60/72	16BITS/PIXEL
640X480	1MB	16.7M(TC)	60/72	24BITS/PIXEL
800X600	512KB	256	56/60/72	8BITS/PIXEL
800X600	1MB	32K/64K	56/60/72	16BITS/PIXEL
1024X768	512KB	16	43.5/60/70/72	4BITS/PIXEL
1024X768	1MB	256	43.5/60/70/72	8BITS/PIXEL
1280X1024	1MB	16	43.5	4BITS/PIXEL

Q10. *What software video drivers are provided with the Epson ActionPC 2000/Action Tower 2000 computer?*

A. There are two diskettes included that feature video drivers for many popular software programs and also include video utilities. Microsoft Windows 3.1 drivers are pre-loaded on the hard drive. All other video drivers are available on EPSON's BBS or CompuServe(Windows 3.X, Windows NT, DOS and OS/2 2.x).

The VGA video utilities included are: SETRES and CLMODE. These utilities are useful when customizing system settings such as video modes resolution modes for custom programs.

MEMORY

Q11. What is the standard memory configuration and maximum amount of system memory that can be used in the Epson ActionPC 2000/Action Tower 2000 computer?

A. The Epson ActionPC 2000/Action Tower 2000 computer comes standard with 4MB or 8MB system memory. This memory is provided by 1MB(1x9) or 4MB(1x9) SIMM(s).

There is a total of four SIMM sockets on the main system board. These sockets accept 1MB(1x9), 4MB(1x9) SIMMS. Optional SIMMs may be purchased to increase the computer's memory up to a maximum of 16MB.

Q12. What are the valid system memory configurations for the Epson Action PC2000/ ActionTower 2000 computer?

A. Listed in the table below shows all valid system memory configurations for the Action PC 2000/ActionTower 2000.

BANK 0(RAM 1 and RAM 2)	BANK 1 (RAM 3 and RAM 4)	Total Memory
1MB	X	2MB
1MB	1MB	4MB
4MB	X	8MB
4MB	4MB	16MB

NOTE: The SIMMs used must be tin-plated, 70ns or faster, 30pin, 8-bit or S-bit, fast page mode type.

MASS STORAGE

Q13. What factory floppy and hard disk drive configurations are offered with the Action PC 2000/Action Tower 2000 computer?

A. The Epson ActionPC 2000/Action Tower 2000 computer is shipped with the following configurations.

ActionPC 2000

- one 3.5" 1.44MB floppy disk drive
- one 210MB IDE hard disk drive

ACTION TOWER 2000

- one 3.5" 1.44MB floppy disk drive
- one 210MB or 420MB IDE hard disk drive